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•APPROACHES TO HANDLING CONFLICT•

By Stu Shaffer

With the PASSIVE approach, the person with the problem does not adequately explain the problem and gives in without a solution.

With the AGGRESSIVE approach, the person with the problem yells and lets off steam. That person may feel better, but relationships are damaged without a solution.

With the ASSERTIVE approach, both parties negotiate over the solution and maturely solve the problem in a "WIN-WIN" manner.